2018
ANNUAL REPORT

Charlestown Youth & Community Centre Inc.
Trading as

The Place: Charlestown Community Centre
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Our History

Charlestown Youth and Community Centre Inc. was developed from a joint initiative between Lake Macquarie City Council and The GPT Group.

Lake Macquarie City Council (LMCC) identified a need within the community for an increase in the amount of quality community space available to existing and emerging groups. It was also identified that some of the existing community space was not accessible to all groups due to the style of facility management. The Place was developed to enable a broad spectrum of the community to have access to a quality, modern and professionally managed community facility.

In conjunction with a major extension of Charlestown Square in 2010, The GPT Group (GPT) entered into a Land and Works agreement with Lake Macquarie City Council; as a component of this agreement GPT supplied the infrastructure for a community space and a spectrum of professional support to the managing organisation.

GPT has a philosophy of supporting the wellbeing of the communities in which it operates.

To manage this initiative, Charlestown Youth and Community Centre Incorporated was formed. An incorporated association is governed by the Associations Incorporation Act 2009. Essentially, this means that the organisation is itself a legal entity and as such is a separate entity to both LMCC and GPT.

Charlestown Youth and Community Centre Inc. was incorporated on 7 May 2010. Lynda Little was employed as the Manager in August 2010. As a part of establishing an identity for the organisation, the trading name ‘The Place: Charlestown Community Centre’ was registered on 6 September 2010. The remainder of the initial staff team were employed during October and November 2010. The staff moved into the premises at Charlestown Square on 13 December 2010 and the first groups commenced operating from the facility February 2011.

Charlestown Youth and Community Centre Inc. became financially independent from 1/7/11.

An initial strategic plan was developed by the Board and stakeholders in 2011. The Board meet annual to review the strategic plan. During 2016/17 a major review of the strategic plan was undertaken involving detailed consultation with the community, the staff team and the Board. The strategic plan accommodates the requirements and functions of the social enterprise as well as supporting the primary purpose of the organisation - to enable active community development.
Vision Mission Values Goals

**Vision:**
The Place: Charlestown Community Centre strives to be a financially sustainable social enterprise that enables participant-led community activity to build community connection, cohesion, respect and resilience.

**Mission:**
To be The Place that is safe and welcoming; engaging and supporting a diverse community to connect, share, learn and strengthen.

**Values:**
Inclusive and Respectful
We welcome all members of the community equally; we respect difference and diversity

Participatory
We encourage genuine engagement; we actively nurture and support ideas; we promote innovative partnerships

Integrity
We embrace honesty and reliability; we maintain confidentiality; we are transparent in business and governance

Financially and Socially Responsible
We maintain a balance between sustainable business practices and social outcomes; we care for our community members and assist them to understand and access services

Responsive
We listen to our community and direct our efforts in innovative and unique ways to best serve the current identified needs

**Goals:**
The Place: Charlestown Community Centre’s primary goal is to support active Community Development. This is enabled through the mechanism of a Financially Sustainable Social Enterprise. The social enterprise is underpinned by Strong and Effective Governance. The Place commits to Explore External Opportunities to expand our services as community need and opportunity present.
Section 1  An Overview

Our people

Board Members
Chairperson
Mr John Ferguson
Director Service Delivery
Lake Macquarie City Council
(Delegate for the General Manager LMCC)

Vice Chairperson
Mr Mark Sjostedt
Community Representative

Secretary
Miss Andreena Kardamis
Community Youth Representative

Treasurer
Mrs Christine Buckley
Community Representative

Member
Mr Jack Antcliff
Community Youth Representative

Member
Mr Dwight Hodgetts
General Manager
Charlestown Square
Section 1

Member
Cr Kay Fraser
Mayor
Lake Macquarie City Council

Member
Cr Nick Jones
East Ward Councillor
Lake Macquarie City Council

Member
Cr Kevin Baker
North Ward Councillor
Lake Macquarie City Council

Staff Team
Lynda Little  Manager
Cristelle Govender  Program and Marketing Co-ordinator
Karden Salomons  Administration Co-ordinator
Simone O’Grady  Administration Assistant (Part-Time)
Janette Wilson  Administration Assistant (Part-Time)
Kathleen Pennington  Administration Assistant (Part-Time)
Volunteers

Ricky Lewis    General Assistant  
Ranka Jovanovic  General Assistant  
Grace Finlayson  Administration Assistant  
Keyana Reed     Caterpillars Parent Leader  
Shae Harrison   Caterpillars Parent Leader  
Maggie Murphy  Young Parents Group Parent Leader  
Rebekah Henderson Young Parents Group Parent Leader  
Adrienne Roberts Qigong Leader  
Kerrie Maddison Tuesday Club Assistant  
Kerrie Arey Tuesday Club Assistant  

Supporters

Lake Macquarie City Council  
The GPT Group – Charlestown Square  
nib Foundation  
Fletcher Pidcock – Commercial & Property Law  
Charlestown Leagues Club  
Good Things Foundation  
HealthSave Chemist – Charlestown  
OzHarvest Newcastle  
Family Action Centre  
Ability Links  
Rebel - Charlestown  
Deaf Society  
Massage Space @ The Place  
Oz Spectrum  
Turning Point Counselling  
Evolve Psychology  
Jodie Harrison MP  
Pat Conroy MP
Structure & Management

Charlestown Youth & Community Centre Inc is registered with the Australian Charities and Not-for-profits Commission (ACNC); are a recognised charity and maintain charitable taxation status.

Charlestown Youth & Community Centre is a member of the national peak body Australian Neighbourhood Houses and Centres Association (ANHCA) and as such holds deductible gift recipient status (DGR).

Charlestown Youth & Community Centre is a member of the state peak body Local Community Services Association (LCSA); NSW Business Chamber; Hunter Business Chamber and Business Lake Macquarie.

Charlestown Youth & Community Centre is an Incorporated Association governed by the Associations Incorporation Act 2009. As such the Board of Governance oversees and directs the strategic direction of the organisation and legal compliance.

The Board employs a Manager who holds operational responsibility and employs a team of staff and volunteers to undertake the functions of the organisation.

The organisation operates under a clear strategic plan and reports against this annually. Following from The Place’s Vision, Mission, Values and Goals, the strategic plan is summarised by the goal statement:

The Place: Charlestown Community Centre’s primary goal is to support active Community Development. This is enabled through the mechanism of a Financially Sustainable Social Enterprise. The social enterprise is underpinned by Strong and Effective Governance. The Place commits to Explore External Opportunities to expand our services as community need and opportunity present.
Chairperson’s Report

2018 has been a year of growth for The Place with an overall increase in participation and revenue. Some of the growth can be attributed to the Board’s approval to change the computer room into office space which has proven to be a good decision. The Board also resolved to undertake some major asset replacement and maintenance work which puts the centre into a strong position to recruit and maintain additional customers.

There works included a full internal repaint, replacement of audiovisual equipment and security camera as well as software upgrades.

There are ongoing challenges that we continue to deal with, most notably obtaining quick and reliable internet connection.

Importantly, I recognise the work of the management team in providing an inviting and quality venue for our customers, and the efforts of the board in facilitating an environment for them to do so.

I look forward to the next 12 months of continued growth and new opportunity.

Yours faithfully

John Ferguson
Managers’ Report

Charlestown Youth & Community Centre Inc trading as The Place: Charlestown Community Centre commenced operating as a financially independent organisation in July 2011. The premise of the organisation’s financial management was and continues to be, to utilise income from trade to support community development. This creates the need to analyse both business factors and community outcomes in order to evaluate the success of the organisation in meeting our goals.

The Place implements a three-tiered pricing system as a key tool in creating and sustaining an income to support community development. The Place actively encourages utilisation from business clients, at a premium, yet competitive rate. Community members are welcomed to The Place to engage in a broad spectrum of activities (see later programs report); community members are charged a rate accessible to families, social and exercise groups. The premium income derived through business bookings enables The Place to offer quality accommodation to unfunded support organisations and groups at an assisted rate – typically half that of the community rate. It is through this mechanism that The Place provides quality opportunities to all segments of our community, giving all visitors to our venue the same respect and service.

Figure 1 demonstrates the income derived from trade activities from commencement of operation against the annual utilisation of the venue. This information coupled with analysis of greater depth in the application of different rate code enables management and the Board to ensure a careful balance between business practices and social outcomes.

Figure 1 also demonstrates that over the course of seven years of operation the organisation has tested how to create the best balance of priorities. Between 2015 and 2018 the strategic approach has been altered to test methods that encourage
business yet assure community outcomes. Implementation of the strategic plan resulted in the divergence of the two measures during 2016,17 and the gradual realignment in 2018.

Figures 2 and 3 show the balance of events by Business, Community, Assisted and Custom Rate across the past two periods.

*(Custom rate is used to encourage and support participation and utilisation with consideration to other financial influences)*

### 2016/2017 BOOKING DISTRIBUTION

- Community: 62%
- Assisted: 30%
- Business: 6%
- Custom: 2%

### 2017/2018 BOOKING DISTRIBUTION

- Community: 46%
- Assisted: 25%
- Custom: 17%
- Business: 12%

2017/18 created a balance whereby half the events were Community bookings, one quarter a combination of Business and Custom bookings and one quarter of events supported by the social enterprise and charged at the Assisted rate. This demonstrate a close alignment of results from the social enterprise and its support to community development.

As detailed in the Structure and Management section, The Place is governed by a Board under the rules of the Incorporated Associations Act 2009. During the course of the year the Board has exercised its responsibilities through a schedule
of regular board meeting, annual strategic review, consistent review of policies and oversight of financial operations.

The Board has been supported by the Manager and staff team in the operation of the centre. The staff team have had the opportunity to attend training and development courses to support their professional development, they have had regular review meetings with the manager and have been supported through a number of high impact operational changes.

During 2017/18 The Place undertook a major renewal of the facility and infrastructure. This presented challenges to the staff team to ensure uninterrupted quality service to all participants. The interior of the facility was painted, timber floors repolished, carpets cleaned, security system updated, all audio-visual equipment was updated, and several computers were replaced. A major change during period was to close the Computer Room and to re-establish it as a permanent office The Dale.

Additionally, The Place relies on a software package – EventPro, to manage the operation of the social enterprise. EventPro also interacts with the accounting software Xero. During the year, a major upgrade to EventPro was performed. This presented staff with a significant challenge. The staff team have demonstrated both capacity and professionalism in maintaining service levels whilst working towards full functionality using the new system.

The Place faces challenges each year. Embracing these challenges and working through them have built the strength of the team and the organisation. The year ahead will continue to pose challenges in terms of internet connectivity and reliability, adaptation to the new EventPro, maintaining quality service, ensuring ongoing growth and balance in utilisation of The Place and working with our community to ensure there are adequate services available to meet their needs and that with our assistance they are able to access them.

The challenges are consistent, the rewards are great.

The following section of this report highlights the rewards.
Our Programs and Activities

The programs and services offered at The Place form the basis of our community development investment that is made possible through our social enterprise and backing from our valued supporters. We offer a number of programs and services under our banner. The current programs include:

- Young Parents Group
- Charlestown Square Tuesday Club
- Be Connected Digital Literacy Program
- Caterpillars Playgroup
- Qigong

Our community development goal is further supported by the provision of support services. These include Information and Referral Support, an Art Display Space for local artists, a Free Book Exchange, Print/Copy/Fax/Scan services, and a Justice of the Peace.

Programs Volunteers:
The assistance of volunteers has been immeasurable to the success of our programs. This year we were fortunate to have the continued assistance of our amazing volunteers Kerrie Maddison and Kerrie Arey who have assisted in the Charlestown Square Tuesday Club, Adrienne Roberts who facilitates Qigong, Keyana Reid and Shae Harrison who run Caterpillars Playgroup as well as a new volunteer Bama Kiliannan, who has been a general programs assistant, volunteering a few days every week.

Funding Support:
nib foundation – the Foundation has continued their relationship with The Place through their valued support of the Young Parents Group. The assistance of nib foundation has enabled us to continue to positively impact the long-term outcomes for young families in the area through the guidance, referral, and sense of safety and comfort that the Young Parents Group Provides. (See YPG Report)

Club Grants scheme - The Place received funding towards the Charlestown Square Tuesday Club from the Charlestown Leagues Club through the 2018 Club Grants Scheme.

Good Things Foundation (Be Connected Program) – The Place became an official Network Partner in the Be Connected Program, an initiative to provide free digital literacy support to older Australians. We received $2000 as Network Partners and $1500 to provide a Get Online Week event in 2018.

Our Programs
Young Parents Group
Young Parents Group continues to be a thriving, successful group that provides assistance to a niche target group of parents aged 25 and under. The collaborative partnership of the group has been maintained and enhanced through the involvement of The Family Action Centre, Lake Macquarie City Council, and Ability Links. Changes to funding has led to the exit of Ability Links from the program however, we have continued to provide a high quality service with the cooperation of the three remaining organisations.
Over the period, October 2017 to October 2018, the group provided services to 51 participants and their children. There were 297 attendances in the year with an average of 74 per term. Over the year, we provided 39 group sessions with a mix of activities including sensory play, learning and development activities, parental information sessions and health and wellbeing sessions. There was also time for play and just getting to know each other over a few good laughs. We’ve celebrated birthdays and special occasions together and even welcomed 4 new baby brothers and sisters.

Young Parents Group is unique in that it provides a service for both mothers and fathers. We are proud of the fact that 18% of participants are male.

Another unique factor about Young Parents Group is that although our primary target group is parents aged 25 and under, we do not exclude parents who fall outside of this group if they identify as young parents (because they had their first child as a young parent) or are a spouse or significant other of a parent who is in the target group. We also are welcoming to participants who wish to bring a friend along if it makes them feel more at ease. This ethos helps us address barriers to participation by young parents and as a result, we have 71% of participants in our target group.
To reflect the landscape of our community, it has also been important to provide for the needs of CALD and Aboriginal or Torres Strait Islander families. We have been able to make Young Parents Group welcoming to all young people and this is reflected in our participation numbers with 8% identifying as Aboriginal or Torres Strait Islander and 8% as CALD. This year we also observed NAIDOC Week with a cultural craft activity.

One of the significant outcomes of Young Parents Group, is the ability of the group to build peer networks and the capacity of parents to forge ahead in their lives and development. In the last year we are proud to report some known positive outcomes for parents we have worked with:

- 1 participant has taken the leap to study as a result of a Uni for You presentation and working as a parent leader and Programs Assistant in 2017
- 2 participants have gone back to work
- 1 participant started a new job

**Charlestown Square Tuesday Club**

The Charlestown Square Tuesday Club, which is made possible through the ongoing support of GPT Charlestown Square, has continued to thrive under the management and facilitation of The Place since the group requested our support in August 2016. It has been a bitter-sweet year with many days of fun, laughter and learning, but also the passing of a few of our dear ladies. The value of the friendship and support in the group is all the more evident in these times as the ladies are all able to draw on the encouragement and support of the group in difficult times.

This year we celebrated the 35th Anniversary of the Charlestown Square Tuesday Club with a special morning tea and a photographic trip down memory lane. We also had a number of interesting guest speakers and presentations about health
and wellbeing. Other highlights in the year included a Melbourne Cup extravaganza, our Christmas Luncheon at Charlestown Bowling Club, a St Patricks Day activity, a fantastic Mother’s Day celebration, a bus trip to Riding for the Disabled.

**Be Connected Digital Literacy Program**

The Place became an official Network Partner in the Be Connected Digital Literacy Program in May 2018. This program makes digital literacy training available to seniors free of charge and utilises training resources available through a Department of E Safety online training portal. There has been great interest in the offering and classes have been well attended since starting.

**Caterpillars Playgroup**

The Caterpillars Playgroup is a parent led group that is supported by The Place and provides a relaxed social morning of play and craft for local families every Monday from 10am to 12pm in school term. The Place provides administrative support and playgroup resources to the group. The group has continued to be run under the parent leadership of Keyana Reid and Shae Dene and has had a fantastic year of fun and friendship. Some of the highlights included dress up and a teddy bear’s picnic.

**Qigong For A Healthy Life**

This activity is now in its 7th year of offering at The Place. The program, facilitated by a qualified volunteer instructor, Adrienne Roberts, is based on the “Tai Chi for Arthritis” program by Dr Paul Lam. Qigong continues to be well attended and is very popular with seniors experiencing mobility challenges.
A Year in Review
July 2017 to June 2018

We’re Finalists Again!
We were proud to announce that The Place: Charlestown Community Centre was named a finalist in two categories in the Lake Macquarie Business Excellence Awards - Excellence in Customer Service by the Whole Business & Excellence in Not for Profit / Charity.

The Lake Macquarie Business Excellence Awards is the premier business awards in the Lake Macquarie region that recognises the pursuit of excellence across a number of different business areas. With over 13 500 businesses in the region, being announced finalists in two categories is an outstanding achievement for us and testament to the staff and management who consistently strive to provide the best possible service to our community.

The Grants Guy Workshop
The Grants Guy, Keith Whelan, presented an insightful and informative workshop at The Place which was made possible through a partnership between The Place and Jodie Harrison MP. The free workshop was a “sell out” with over 85 participants attending.

Participants were presented with a wealth of information, hints and tips for grant writing. There was much to learn in terms of the local, regional and national funding landscape, as well as effective practices in grant writing and planning.

The day culminated with a valuable networking opportunity with cheese and wine hosted by Jodie Harrison MP.
The Place is a Hunter Business Awards Finalist
It was a delight to be announced as a finalist in the Customer Service (-20) category in the Hunter Business Awards; Australia’s most prestigious regional business awards program. We were vying for the top spot in the award, sponsored by the Greater Bank, against twelve other local businesses. The awards took place on 31 August. Of course, we wanted to bring the trophy home, but we knew that we were in good company, and already winners just by being finalists.

In other awards news, our staff attended the Lake Macquarie Business Excellence Awards for which we were finalists in the Not-for-Profit and Customer Service categories. We congratulate the Centre for Hope (who have an office at The Place) for their win in the Not-for-Profit category and Hunter Plastic Surgery for taking the Customer Service award.

Pat Conroy’s Seniors Expo

The Senior’s Expo, hosted by Pat Conroy MP, at Kahibah Sports Club was a resounding success with about 200 seniors attending. It provided a useful opportunity for us to engage with our senior community, informing them about the breath of activities available at The Place and get some good advice on ways to further enhance their community experience.
Celebrating 5 Years of Young Parents Group

“The hand that rocks the cradle is the hand that rules the world” William Ross Wallace

In its 5th year of existence, Young Parents Group, currently supported by nib foundation, is a thriving, successful group that has made a difference in the lives of over 140 families and over 250 children. It was in 2011 that a young mother walked into The Place and expressed her wish for a sense of belonging in a group tailored for young parents. So began the journey for the development of Young Parents Group at The Place.

Over the years, the group has undergone an evolution from a fully funded two year facilitated program, to an unfunded unfacilitated group, and then into a collaborative facilitated group that has gone from strength to strength. Young Parents Group, through its collaborative model, is fortunate to have the involvement and support of volunteer parent leaders, and staff from The Family Action Centre, Ability Links and Lake Macquarie City Council as well as a monthly Family Health Nurse from Pouches Parenting, Newcastle.

The group continues to provide a trusting and accepting peer environment that nurtures healthy parents and healthy parenting, investing in the future leaders of our region. To find out more about YPG, watch this video

https://www.youtube.com/watch?v=h0qnsMNC6X4&feature=youtu.be

October 2017

Hunter Local Business Awards

We’re keen as mustard to have been announced as Finalist in the 2017 Local Business Awards! Thank you to all our supporters - we certainly try our best to make our community proud

Holey Moley!

Our staff had a social night out at the launch of the new Holey Moley in Charlestown Square. It was literally fun & games!
Pat Conroy Seniors Expo
We were glad to be part of the Seniors Expo hosted by Pat Conroy MP at the Belmont 16s. The event was a resounding success with approximately 300 local seniors in attendance.

Celebrating Children’s Week
*I am learning through play for I will make a difference one day*
Children’s Week celebrates the right of children to enjoy childhood. It is also a time for children to demonstrate their talents, skills and abilities. This year, the right to education and its power to transform children’s lives was highlighted. At Young Parents Group we focused on a child's right to play in a fun and interactive Halloween themed sensory play activity with “cold spaghetti worms” helping the children explore texture and temperature as well as imaginative play.
The Place Welcomes New Board Members
2017 brought the conclusion of tenure for Paul Battle and Connor McBride on the Place board. Both Paul and Connor have maintained a high level of engagement and participation on the board and their opinions and knowledge have enhanced the ongoing viability of The Place. Thank you to both Paul and Connor for their commitment. As we farewelled Paul and Connor, we had the pleasure of welcoming Christine Buckley (Community Representative) as the new Treasurer, and Jack Antcliffe (Youth Representative) to the board.

Celebrating 35 Years of Tuesday Club
The Charlestown Square Tuesday Club has a strong culture of participation and ownership by the members and is steeped in a long and proud history. Many of the ladies who are part of the group have been members since its inception in 1982. This phenomenal history is what makes Tuesday Club unique. These ladies are not just a friendship group, they are a community, a “family”. This month, we celebrated the Club’s 35th birthday with a special morning tea and were proud to have some of the founding members present to celebrate with us. Tuesday Club welcomes new members at any time.

A Fresh New Look in the New Year
The revamp and refresh at The Place is completed! Apart from a fresh coat of paint and our new window decals, we are thrilled about the improved level of technology we are able to offer. All of our rooms have been equipped with audio-visual technologies, including HDMI, and blue tooth enabled data projection. The repurposed “Computer Room” has become a permanent office space called “The Dale” and is currently the new local base of The Deaf Society.
The Place Welcomes The Deaf Society
The Deaf Society is one of Australia’s leading providers of specialist services for deaf, deafblind and hard of hearing people and their families. Their focus is ensuring access to all areas of life on an equal basis with others. We are delighted to have The Deaf Society as a permanent tenant in our newly refurbished room, The Dale. Services offered include employment support, education & training, Auslan training, NDIS support, family support, assistive technology, everyday life skills, support coordination, youth programs and more.

Promoting Earth Hour
As part of the Earth Hour #Connect2Earth initiative, we hosted a display at The Place in support of a Pop-up Energy Shop at Charlestown Square from 22 to 24 March 2018 hosted by the Office of Environment & Heritage (OEH). Visitors of the display we able to learn about how OEH can help you reduce power costs. At the pop up shop, staff were on hand to help people better understand electricity bills, answer questions on solar & battery storage options, assist in accessing energy efficiency rebates, or simply provide the information, tools and resources needed to reduce energy use in the most cost-effective way.

Harmony Day Celebrations
The Harmony Day celebration at The Place on 21 March was a vibrant, colourful celebration of the rich culture and diversity in Lake Macquarie. The event began with an interesting and insightful welcome from Uncle Bill, a local elder, and included a range of performances and special guests as well as a range of foods from all over the world.
Gamer Collect Hosts a Successful Pop Up Retro Video Game Arcade

The retro video game arcade which ran from April 19th to 24th at The Place proved a hit with young and old. An average of 20 people per day experienced the nostalgic thrill of everything from Nintendo, Atari and Sega to the original PlayStation One. There was a selection of original videogame consoles, released between the late 1970’s and the 1990’s, with a mix between popular consoles and the rare items to enjoy.

Pat Conroy - Senior's Expo

The Place participated in the Senior’s Expo hosted by Pat Conroy MP at the Charlestown Bowling Club. The event was a valuable opportunity for seniors to address their concerns around local issues as well as gain information and insight into the number of services available for seniors in the local area.
Be Connected Program
The Place became an official network partner in the Be Connected program and will be offering FREE digital technology training from 1 June 2018. The program is available weekly by appointment.

You're Kidding Me Expo

The Place attended the You're Kidding Me Expo hosted by Lake Macquarie City Council at the Glendale Event Cinemas. The event was once again a resounding success and attracted many young families. The Place was represented as part of the Neighbourhood Centres Stall and with a dedicated space for the Young Parents Group which had interactive activities and a wealth of information for families.

National Reconciliation Week

We hosted a one of a kind exhibition at The Place in recognition of National Reconciliation Week on 1 June. The event, titled, Lenses & Brushes, was a unique collaboration of photography and Aboriginal art. The artists were Stephen Carter, a local photographer, and Maree Bisby, a local Aboriginal artist. The artists had created a collection of beautiful works in photography and Aboriginal dot painting based on some of the most iconic locations in the Hunter region.
Treasurer’s Report
Charlestown Youth & Community Centre Inc. T/as The Place:
Charlestown Community Centre

2017/18 Annual Financial Report

The audit report for 2017/18 prepared by Marilize van der Westhuizen shows that the financial processes and management implemented at The Place are in accordance with Australian Accounting Standards. The Place received an unqualified (no material error) audit report.

The Place acknowledges and thanks Lake Macquarie City Council for their continuing financial contribution. Income derived from the proceeds of the social enterprise trade combined with the contribution from Council and the small grants received together support the sustainability of the organisation.

For 2017/18 financial year:
- Total Income: $533,559
- Total Operating Expenses: $541,470
- Total Net Deficit: ($7,911)
- Total Assets: $220,896
- Total Liabilities: $68,240
- Total Equity: $152,656

During this financial year, the Board undertook expenditure to maintain the quality of the facility and equipment.

Extraordinary expenditure for the year comprised of:
- Non Depreciable Assets: $4,313
- Depreciable Assets: $30,434
- Repairs and Maintenance: $26,682

From the commencement of operations, the Board has set aside reserves for asset replacement. At the end of 2016/7 the Asset Replacement reserve was $100,000. The cost of the Depreciable Assets will be drawn from that reserve and will reduce the balance to $69,566.

Given expenditure of $30,995 (Non Depreciable Assets, Repairs and Maintenance) is included in the years total expenditure, an end of year deficit of $7,911 shows the organisation is performing well.

The figures above coupled with an understanding of the planned extraordinary expenditure during the 2017/18 financial year support the conclusion that Charlestown Youth & Community Centre is solvent and is reasonably expected to remain solvent in the forthcoming year.

Christine Buckley
Treasurer
Charlestown Youth & Community Centre Inc.
INDEPENDENT AUDITOR’S REPORT

To the Members of the Board

Opinion

I have audited the financial report of The Place Charlestown Community Centre (“The Place”), which comprises the balance sheet as at 30 June 2018, the statement of profit and loss, statement of movements in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the members’ declaration.

In my opinion the financial report of The Place has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012 (ACNC Act), including:

a) giving a true and fair view of The Place’s financial position as at 30 June 2018 and of its financial performance for the year then ended; and
b) complying with Australian Accounting Standards to the extent described in Note 2, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor’s Responsibilities for the Audit of the Financial Report section of my report. I am independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board’s APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of Matter - Basis of Accounting

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling The Place’s financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.
Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation of the financial report and that it gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. Management’s responsibility also includes such internal control as management determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report management is responsible for assessing The Place’s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management and those charged with governance either intend to liquidate The Place or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing The Place’s financial reporting process.

Auditor’s Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of The Place’s internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the members.
• Conclude on the appropriateness of management’s use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on The Place’s ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor’s report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor’s report. However, future events or conditions may cause The Place to cease to continue as a going concern.

• Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Marilize van der Westhuizen

18 October 2018

126-138 Main Road
Speers Point
NSW
2284
Ms Lynda Little  
Charlestown Youth & Community Centre Incorporated  
81/30 Pearson Street  
CHARLESTOWN NSW 2290

Dear Ms Little

Re: CHARLESTOWN YOUTH & COMMUNITY CENTRE INCORPORATED— INC9893256

I refer to your correspondence dated 21 August 2017 advising of the resignation of Ms Boules as the Auditor of the Association and the proposed appointment of Ms Marilize van der Westhuizen as replacement Auditor.

I advise that Ms van der Westhuizen’s qualifications and experience have been reviewed and I can confirm that approval has been granted under section 52(1)(b) of the Associations Incorporation Act 2009 for Ms van der Westhuizen to act as auditor of the Association for an indefinite period until her resignation.

Please do not hesitate to contact me on 0263 331456 or 1800 502 042 if you have any queries.

Yours sincerely

ANTHONY DONOVAN  
Principal Investigator  
31 August 2017

Department of Finance, Services and Innovation
### Balance Sheet

**The Place Charlestown Community Centre**

**As at 30 June 2018**

<table>
<thead>
<tr>
<th></th>
<th>30 JUN 2018</th>
<th>30 JUN 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bank</td>
<td>117,391.57</td>
<td>146,755.59</td>
</tr>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Receivable (11210)</td>
<td>11,211.12</td>
<td>21,943.46</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>11,211.12</td>
<td>21,943.46</td>
</tr>
<tr>
<td><strong>Fixed Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>554,141.50</td>
<td>523,707.84</td>
</tr>
<tr>
<td>Less: Accumulated Depreciation (17130)</td>
<td>(467,741.10)</td>
<td>(450,757.96)</td>
</tr>
<tr>
<td>Prepayments</td>
<td>5,893.05</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Fixed Assets</strong></td>
<td>92,293.45</td>
<td>72,949.88</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>220,896.14</td>
<td>241,648.93</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>17,068.05</td>
<td>7,928.91</td>
</tr>
<tr>
<td>Grants Received in Advance</td>
<td>-</td>
<td>14,283.25</td>
</tr>
<tr>
<td>GST</td>
<td>(3,122.70)</td>
<td>(2,480.53)</td>
</tr>
<tr>
<td>GST adjustment</td>
<td>-</td>
<td>(1,839.00)</td>
</tr>
<tr>
<td>PAYG Withholding Payable</td>
<td>-</td>
<td>6,592.27</td>
</tr>
<tr>
<td>Provision Annual Leave</td>
<td>15,410.59</td>
<td>19,557.04</td>
</tr>
<tr>
<td>Rounding</td>
<td>(0.16)</td>
<td>-</td>
</tr>
<tr>
<td>Superannuation Payable</td>
<td>4,252.36</td>
<td>3,931.39</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>33,608.14</td>
<td>47,973.33</td>
</tr>
<tr>
<td><strong>Non-current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bonds</td>
<td>7,894.91</td>
<td>8,676.41</td>
</tr>
<tr>
<td>Provision Long Service Leave</td>
<td>26,737.17</td>
<td>24,432.16</td>
</tr>
<tr>
<td><strong>Total Non-current Liabilities</strong></td>
<td>34,632.08</td>
<td>33,108.57</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>68,240.22</td>
<td>81,081.90</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td>152,655.92</td>
<td>160,567.03</td>
</tr>
<tr>
<td><strong>Equity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Year Earnings</td>
<td>(7,911.11)</td>
<td>13,305.08</td>
</tr>
<tr>
<td>Retained Earnings</td>
<td>160,567.03</td>
<td>147,261.95</td>
</tr>
<tr>
<td><strong>Total Equity</strong></td>
<td>152,655.92</td>
<td>160,567.03</td>
</tr>
</tbody>
</table>
# Profit and Loss

**The Place Charlestown Community Centre**  
For the year ended 30 June 2018

<table>
<thead>
<tr>
<th></th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Grant and Fundraising Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions (Government)</td>
<td>273,816.00</td>
<td>260,801.04</td>
</tr>
<tr>
<td>Contributions (Philanthropic)</td>
<td>25,639.25</td>
<td>18,999.96</td>
</tr>
<tr>
<td>Donations received</td>
<td>15,622.33</td>
<td>20,001.65</td>
</tr>
<tr>
<td><strong>Total Grant and Fundraising Income</strong></td>
<td>315,077.58</td>
<td>299,802.65</td>
</tr>
<tr>
<td><strong>Trading Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Auspicing Fees (46030)</td>
<td>-</td>
<td>800.00</td>
</tr>
<tr>
<td>Catering - Hire Groups (44035)</td>
<td>5,803.68</td>
<td>5,056.59</td>
</tr>
<tr>
<td>Furniture &amp; Equipment Hire</td>
<td>6,972.35</td>
<td>6,052.82</td>
</tr>
<tr>
<td>Rental income</td>
<td>36,249.03</td>
<td>21,871.25</td>
</tr>
<tr>
<td>Room Hire</td>
<td>156,948.49</td>
<td>169,899.90</td>
</tr>
<tr>
<td>Sales of goods</td>
<td>642.00</td>
<td>48.00</td>
</tr>
<tr>
<td>Staff Support</td>
<td>5,949.40</td>
<td>2,522.33</td>
</tr>
<tr>
<td>Tenant Services</td>
<td>1,384.97</td>
<td>2,354.50</td>
</tr>
<tr>
<td><strong>Total Trading Income</strong></td>
<td>213,949.92</td>
<td>208,605.39</td>
</tr>
<tr>
<td><strong>Other Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest</td>
<td>2,494.03</td>
<td>3,137.51</td>
</tr>
<tr>
<td>Membership Fees</td>
<td>20.00</td>
<td>-</td>
</tr>
<tr>
<td>Other/Sundry Income</td>
<td>2,017.85</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Other Income</strong></td>
<td>4,531.88</td>
<td>3,137.51</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>533,559.38</td>
<td>511,545.55</td>
</tr>
</tbody>
</table>

| **Gross Profit**        | 533,559.38 | 511,545.55 |

| **Expenses**            |         |         |
| **Operating Expenses**  |         |         |
| Accounting Fees         | 3,200.69 | 1,330.05 |
| Advertising & Promotion | 2,806.49 | 4,520.77 |
| Assets Purchased        | 4,268.69 | 834.50  |
| Bank Charges            | 675.61   | 813.28  |
| Catering - Hire Groups (60096) | 3,096.66 | 2,783.23 |
| Catering - The Place    | 2,518.11 | 1,500.04 |
| Cleaning                | 23,220.82 | 23,140.89 |
| Computer Expenses       | 10,255.50 | 12,527.64 |
| Depreciation-Equipment  | 16,983.14 | 7,964.00 |
| Donations Paid          | 257.35   | -       |
| Fees & Permits          | 297.00   | 451.75  |
| Health & Safety         | 2,719.99 | 926.81  |
| Insurance               | 5,515.53 | 6,993.11 |
| Legal Fees              | -       | 3,382.60 |

Charlestown Youth & Community Centre Inc.  Annual Financial Report 2018
## Profit and Loss

### 2017/18 vs. 2016/17

<table>
<thead>
<tr>
<th>Category</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting Fees</td>
<td>9,974.52</td>
<td>7,197.52</td>
</tr>
<tr>
<td>Membership Fees Paid</td>
<td>2,360.90</td>
<td>2,496.35</td>
</tr>
<tr>
<td>Postage, Freight and Courier</td>
<td>6.91</td>
<td>6.55</td>
</tr>
<tr>
<td>Printing &amp; Stationery</td>
<td>4,140.98</td>
<td>4,020.54</td>
</tr>
<tr>
<td>Program Expenses</td>
<td>9,613.80</td>
<td>12,143.80</td>
</tr>
<tr>
<td>Rent</td>
<td>26,588.80</td>
<td>26,537.87</td>
</tr>
<tr>
<td>Repairs &amp; Maintenance</td>
<td>26,681.78</td>
<td>5,827.94</td>
</tr>
<tr>
<td>Security Expenses</td>
<td>2,233.94</td>
<td>2,150.73</td>
</tr>
<tr>
<td>Staff Amenities</td>
<td>156.28</td>
<td>120.75</td>
</tr>
<tr>
<td>Sundry Expenses</td>
<td>2,674.24</td>
<td>751.63</td>
</tr>
<tr>
<td>Telephone/Fax/Internet Charges</td>
<td>4,081.86</td>
<td>4,945.52</td>
</tr>
<tr>
<td>Training &amp; Development (Staff)</td>
<td>2,340.45</td>
<td>1,914.55</td>
</tr>
<tr>
<td>Travel &amp; Accommodation (Staff)</td>
<td>1,137.27</td>
<td>1,501.07</td>
</tr>
<tr>
<td>Utilities</td>
<td>10,641.38</td>
<td>9,268.01</td>
</tr>
<tr>
<td>Volunteer Costs</td>
<td>135.45</td>
<td>396.67</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>178,584.14</strong></td>
<td><strong>146,448.17</strong></td>
</tr>
</tbody>
</table>

### Board Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catering (Board)</td>
<td>246.72</td>
<td>240.92</td>
</tr>
<tr>
<td><strong>Total Board Expenses</strong></td>
<td>246.72</td>
<td>240.92</td>
</tr>
</tbody>
</table>

### Provisions

<table>
<thead>
<tr>
<th>Category</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prov. Annual Leave</td>
<td>(4,146.45)</td>
<td>826.10</td>
</tr>
<tr>
<td>Prov. Long Service Leave</td>
<td>2,305.01</td>
<td>7,192.81</td>
</tr>
<tr>
<td><strong>Total Provisions</strong></td>
<td>(1,841.44)</td>
<td>8,018.91</td>
</tr>
</tbody>
</table>

### Salaries and Wages

<table>
<thead>
<tr>
<th>Category</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>S&amp;W Salaries &amp; Wages</td>
<td>333,382.69</td>
<td>314,322.57</td>
</tr>
<tr>
<td>S&amp;W Superannuation</td>
<td>31,098.38</td>
<td>29,209.90</td>
</tr>
<tr>
<td><strong>Total Salaries and Wages</strong></td>
<td><strong>364,481.07</strong></td>
<td><strong>343,532.47</strong></td>
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</table>

### Total Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>541,470.49</strong></td>
<td><strong>498,240.47</strong></td>
</tr>
</tbody>
</table>

### Net Profit

<table>
<thead>
<tr>
<th>Category</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Profit</strong></td>
<td>(7,911.11)</td>
<td>13,305.08</td>
</tr>
</tbody>
</table>
Acknowledgments & Thank You

Throughout this report a number of people have been individually mentioned and businesses and organisations recognised. It is through the contributions of these people that The Place is able to continue to offer our community the opportunities and supports that have been demonstrated. On behalf of the thousands of community members that visit The Place each year – thank you.

Having demonstrated and discussed the operation of The Place: Charlestown Community Centre through the 2017/18 financial year, the Vision, Mission and Goals statements provided at the beginning of the report can now be reflected upon.

Vision:
The Place: Charlestown Community Centre strives to be a financially sustainable social enterprise that enables participant led community activity to build community connection, cohesion, respect and resilience.

Mission:
To be The Place that is safe and welcoming; engaging and supporting a diverse community to connect, share, learn and strengthen.

Goals:
The Place: Charlestown Community Centre’s primary goal is to support active Community Development. This is enabled through the mechanism of a Financially Sustainable Social Enterprise. The social enterprise is underpinned by Strong and Effective Governance. The Place commits to Explore External Opportunities to expand our services as community need and opportunity present.

The strategies and actions set and undertaken throughout this year have resulted in clear and purposeful outcomes for the community. These outcomes are aligned with the organisations purpose. It is with sincere appreciation to all those mentioned, who work diligently and demonstrate resilience, resourcefulness and innovative enthusiasm, for their commitment to The Place and the community.
How You Can Help

If you, your business or your organisation would like to become involved with The Place there are several ways you can meaningfully contribute.

Primarily, use The Place as your venue of choice. Share positive stories with your friends and colleagues and encourage them to also use The Place as their venue of choice.

You can also donate your time and expertise. This can be done on a regular basis or on an ad hoc basis where specialist skills are being contributed.

Make a donation. This can be in-kind contributions such as donating equipment and resources, or it could be a financial donation large or small.

Leave a bequest. The broad reaching benefits of our existing activities have been clearly demonstrated. You could choose to support the current activities, or if you have a particular area of interest / concern and you would like to leave a legacy to support the community in this area, The Place would be pleased to assist.

You can choose to support an event or fundraising activity aligned with your interests or your business’s focus.

The Place also welcomes approaches from the business community to become a corporate partner.

Contact Us

Phone: (02) 4032 5500
Fax: (02) 4032 5511
Email: manager@theplacecharlestown.org.au

Street Address:
The Place: Charlestown Community Centre
Corner Frederick and Pearson Streets
Charlestown NSW 2290
Entry via Frederick Street

Postal Address:
The Place: Charlestown Community Centre
Charlestown Square
81/30 Pearson Street
Charlestown NSW 2290

Reception Hours:
Monday to Friday, 8:30am to 5pm